National WIC Association
Leadership Academy

NWA LEADERSHIP ACADEMY WEBINAR
Week 3 – Business Continuity Planning Worksheet

Here are some important Business Continuity planning issues that your office should address or review:

Preparing for a Disaster or Emergency

➤ Do your clients know how to obtain information on the WIC Office's hours, location and services in the event of an emergency? Phone number? Text message? Email? Website?

➤ Does your staff know how to contact supervisors/ office emergency coordinators in the event of a disaster/emergency?

➤ Does your WIC office have an MOU with another organization to provide alternative office/program space in the event that the WIC Office is not available following a disaster/emergency?

➤ Does your WIC office have a Business Continuity Plan? Emergency Response Plan?

➤ How would your WIC Office work with vendors?

➤ How often do you have fire drills? Shelter in place drills? Restart operations drills?

Crisis Communications

➢ Does your office have Crisis Communication Plan?

➢ Who is the designated spokesperson?

➢ Is there an office directive that requires staff to refer all media inquiries to the designated spokesperson?

➢ Does your office have a listing of the types of information that various constituencies (staff, clients, vendors, etc.) would need?

Resuming Operations

➢ Name 5-6 critical functions that would need to be restarted before you could reopen your WIC office?

➢ If your IT system was disrupted, what are the steps necessary to restart it?

➢ Who are the back-up staff to your office's key players?

➢ Are your electronic files/databases uploaded and stored offsite (cloud?) on a daily basis?

➢ Do you have an inventory of the furniture, equipment, computers and office supplies needed to resume operations? Is this inventory on file with a business furnishings/supplies vendor? Back-up vendor?

➢ Does your WIC Office have a contingency schedule that would outline the priority sequence of the programs to be restarted?